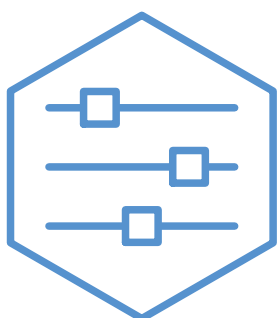


Ground source heat pump

NIBE S1157/S1257



Quick guide

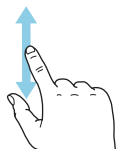
NAVIGATION

Select



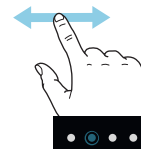
Most options and functions are activated by lightly pressing on the display with your finger.

Scroll



If the menu has several sub-menus, you can see more information by dragging up or down with your finger.

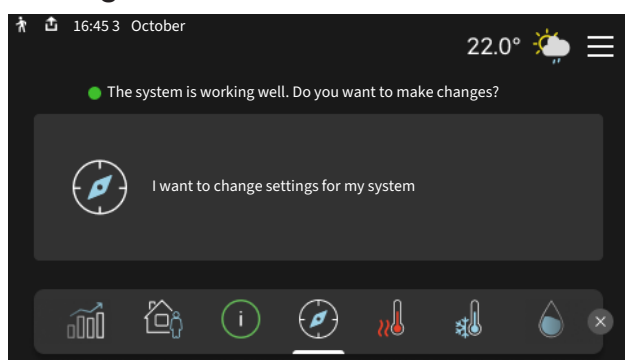
Browse



The symbols at the bottom edge show if there are more pages.

Drag to the right or left with your finger to browse between the pages.

Smartguide



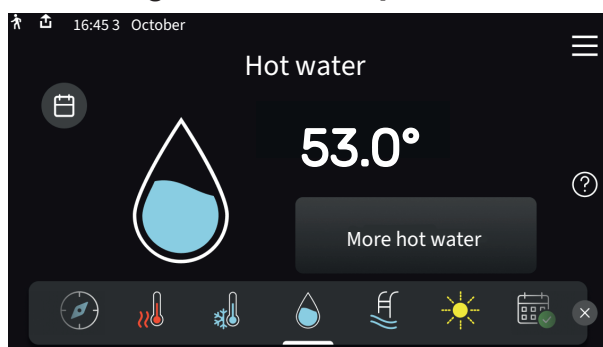
Smartguide helps you both to view information about the current status and to make the most common settings easily. The information that you see depends on the product you have and the accessories that are connected to the product.

Setting the indoor temperature.



Here, you can set the temperature in the installation's zones.

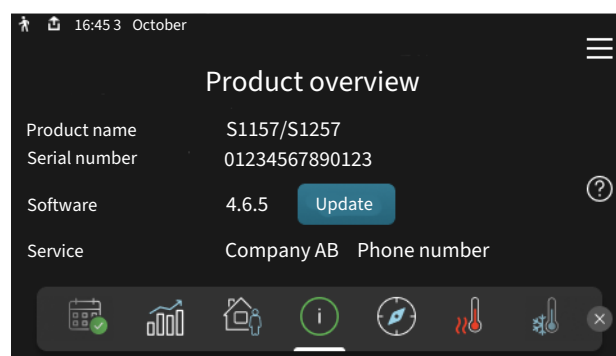
Increasing hot water temperature



Here, you can start or stop a temporary increase in the hot water temperature.

S1157: This function page is only visible in systems with a heat pump water heater.

Product overview



Here, you can find information about the product name, the product's serial number, the version of the software and contact details for the company that is supplying service. When a software update is available, you can start the update here (provided that S1157/S1257 is connected to myUplink).

IN THE CASE OF A MALFUNCTION

If you experience a malfunction of any kind, there are various measures you can take yourself before contacting your installer. For instructions, see section "Troubleshooting".

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Important information

This manual contains information for operation and maintenance. For more technically detailed information and energy labelling, please refer to the Installer Manual.

For the latest version of the product’s documentation, see nibe.eu.



CAUTION!
Read the enclosed safety manual when taking S1157/S1257 into use and when taking it out of use.

Installation data

Product		S1157/S1257	
Serial number, main unit			
Serial number, subordinate heat pump 1			
Serial number, subordinate heat pump 2			
Serial number, subordinate heat pump 3			
Serial number, subordinate heat pump 4			
Serial number, subordinate heat pump 5			
Serial number, subordinate heat pump 6			
Serial number, subordinate heat pump 7			
Serial number, subordinate heat pump 8			
Installation date			
Installer			
Type of brine - Mixing ratio/freezing point			
Active drilling depth/collector length			

No.	Name	Fact. sett.	Set
1.9.1.1	heating curve (offset)	0	
1.9.1.1	heating curve (curve slope)	9	

✓	Accessories

Serial number must always be given.

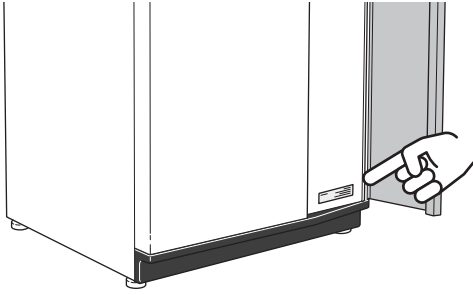
Certification that the installation is carried out according to instructions in the accompanying installer manual and applicable regulations.

Date

Signed

Serial number

The serial number can be found at the bottom right on S1157/S1257, in the display on the home screen "Product overview" and on the type plate.

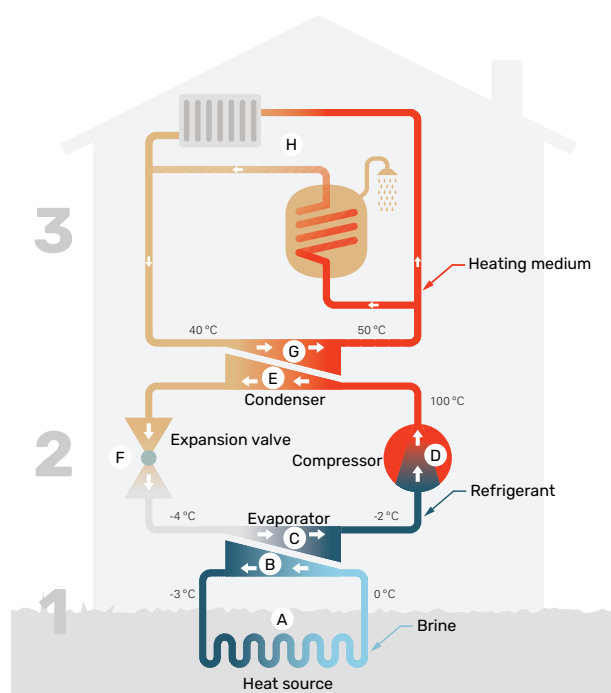


NOTE!

You need the product's (14 digit) serial number for servicing and support.

Heat pump function

A heat pump can use stored solar energy from rock, ground or water in order to heat a property. The conversion of energy stored in nature to property heating occurs in three different circuits. In the brine circuit, (1), free heat energy is retrieved from the surroundings and transported to the heat pump. The heat pump increases the retrieved heat's low temperature to a high temperature in the refrigerant circuit, (2). The heat is distributed around the house in the heating medium circuit, (3).



The temperatures are only examples and may vary between different installations and time of year.

Brine circuit

- A** In a hose, collector, an anti-freeze liquid, brine, circulates from the heat pump out to the heat source (rock/ground/lake). The energy from the heat source is stored by it heating the brine a few degrees, from about -3°C to about 0 °C.
- B** The collector then routes the brine to the heat pump's evaporator. Here, the brine releases heat energy and the temperature drops a few degrees. The liquid then returns to the heat source to retrieve energy again.

Refrigerant circuit

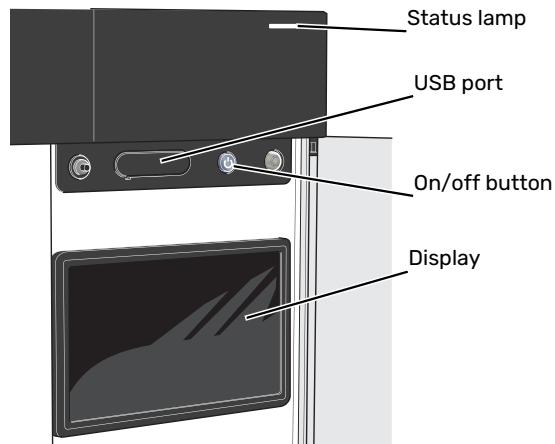
- C** Another liquid circulates in a closed system in the heat pump, a refrigerant, which also passes the evaporator. The refrigerant has a very low boiling point. In the evaporator the refrigerant receives the heat energy from the brine and starts to boil.
- D** The gas that is produced during boiling is routed into an electrically powered compressor. When the gas is compressed, the pressure increases and the gas's temperature increases considerably, from -2°C to approx. 100 °C.
- E** From the compressor, gas is forced into a heat exchanger, condenser, where it releases heat energy to the heating system in the house, whereupon the gas is cooled and condenses to a liquid form again.
- F** As the pressure is still high, the refrigerant can pass an expansion valve, where the pressure drops so that the refrigerant returns to its original temperature. The refrigerant has now completed a full cycle. It is routed to the evaporator again and the process is repeated.

Heat medium circuit

- G** The heating energy that the refrigerant releases in the condenser is retrieved by the heat pump's boiler section.
- H** The heating medium circulates in a closed system and transports the heated water's heat energy to the house water heater and radiators/heating coils.

Control - Introduction

Display unit



THE STATUS LAMP

The status lamp shows how well your system is operating. It:

- lights up white during normal operation.
- lights yellow in emergency mode.
- lights red in the event of a deployed alarm.
- flashes white during active notice.
- is blue when S1157/S1257 is switched off.

If the status lamp is red, you receive information and suggestions for suitable actions on the display.



TIP!

You also receive this information via myUplink.

THE USB PORT

Above the display, there is a USB port that can be used e.g. for updating the software. Log in to myuplink.com and click the "General" tab and then "Software" to download the latest software version for your installation.



TIP!

If the product is connected to myUplink, you can update the software without using the USB port.

THE ON/OFF BUTTON

The on/off button has three functions:

- start
- switch off
- activate emergency mode

To start: press the on/off button once.

To switch off, restart or activate emergency mode: press and hold the on/off button for 2 seconds. This brings up a menu with various options.

For hard switch off: press and hold the on/off button for 10 seconds.

To activate emergency mode when S1157/S1257 is switched off: press and hold the on/off button for 5 seconds. (Deactivate the emergency mode by pressing once).

THE DISPLAY

Instructions, settings and operational information are shown on the display.

Navigation

S1157/S1257 has a touchscreen where you simply navigate by pressing and dragging with your finger.

SELECT

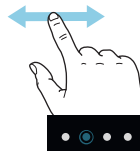
Most options and functions are activated by lightly pressing on the display with your finger.



BROWSE

The symbols at the bottom edge show if there are more pages.

Drag to the right or left with your finger to browse between the pages.



SCROLL

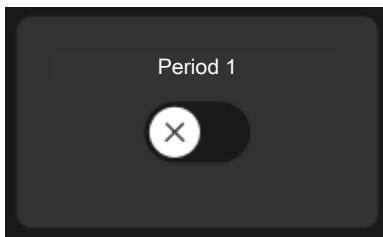
If the menu has several sub-menus, you can see more information by dragging up or down with your finger.



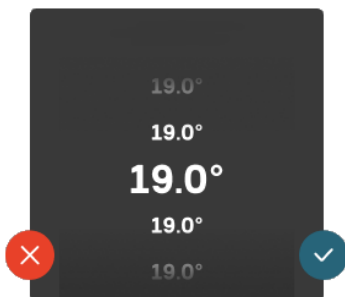
CHANGE A SETTING

Press the setting you want to change.

If it is an on/off setting, it changes as soon as you press it.



If there are several possible values, a spinning-wheel appears that you drag up or down to find the desired value.

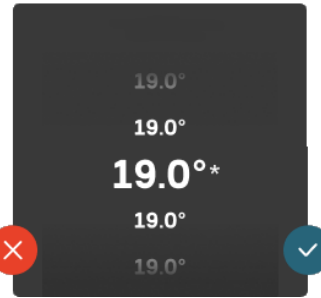


Press  to save your change, or  if you don't want to make a change.

FACTORY SETTING

Factory set values are marked with *.

Your installer may have chosen other values that suit your system better.



HELP MENU



In many menus there is a symbol that indicates that extra help is available.

Press the symbol to open the help text.

You may need to drag with your finger to see all text.

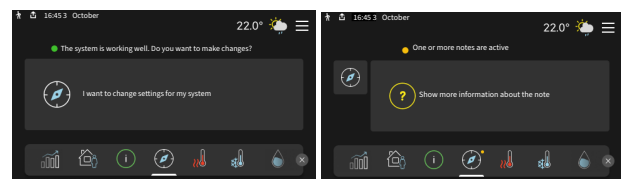
Menu types

HOME SCREENS

Smartguide

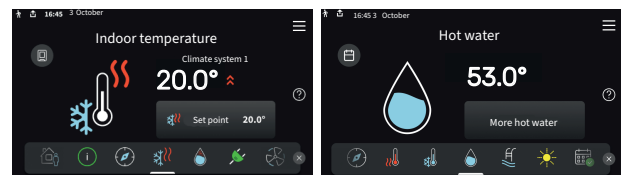
Smartguide helps you both to view information about the current status and to make the most common settings easily. The information that you see depends on the product you have and the accessories that are connected to the product.

Select an option and press it to proceed. The instructions on the screen help you to choose correctly or give you information about what is happening.

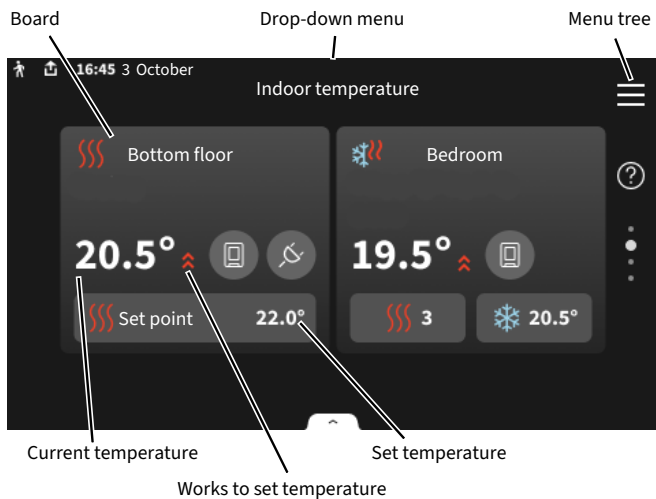


Function pages

On the function pages, you can both view information about the current status and easily make the most common settings. The function pages that you see depend on the product you have and the accessories that are connected to the product.



Drag to the right or left with your finger to browse between the function pages.

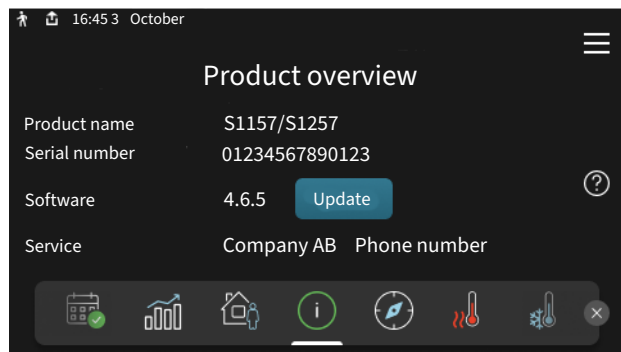


Press the card to adjust the desired value. On certain function pages, drag your finger up or down to obtain more cards.

Product overview

It can be a good idea to have the product overview open during any service cases. You can find it among the function pages.

Here, you can find information about the product name, the product's serial number, the version of the software and contact details for the company that is supplying service. When a software update is available, you can start the update here (provided that S1157/S1257 is connected to my-Uplink).

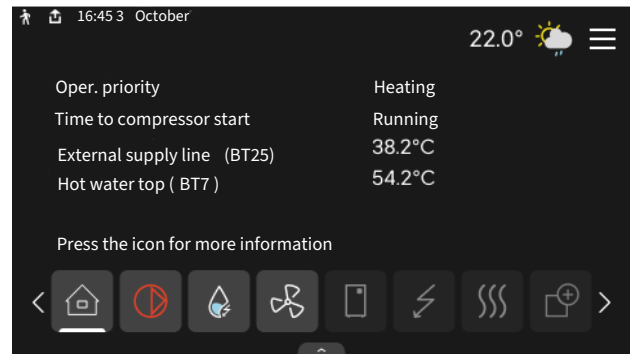


Drop-down menu

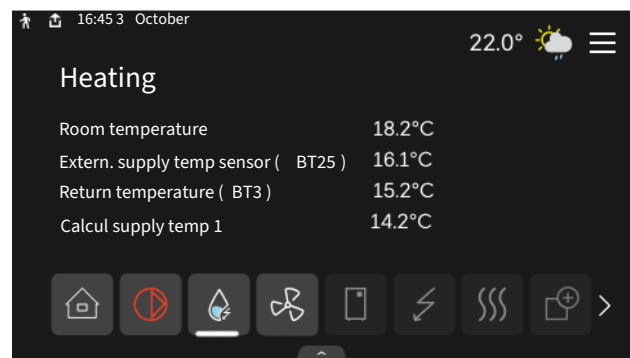
From the home screens, you reach a new window containing further information by dragging down a drop-down menu.



The drop-down menu shows the current status for S1157/S1257, what is in operation and what S1157/S1257 is doing at the moment. The functions that are in operation are highlighted with a frame.

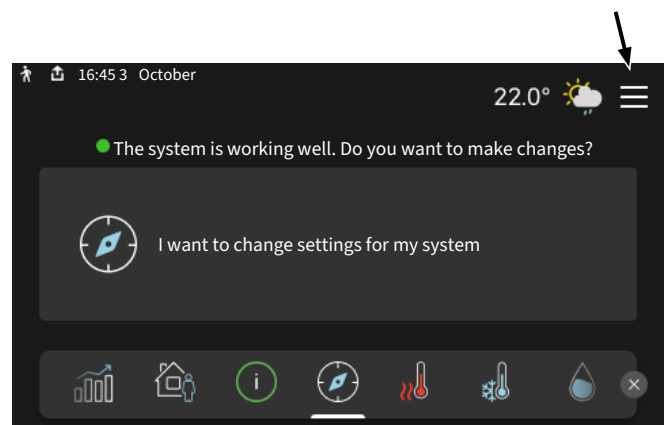


Press the icons on the menu's lower edge for more information about each function. Use the scroll bar to view all information for the selected function.

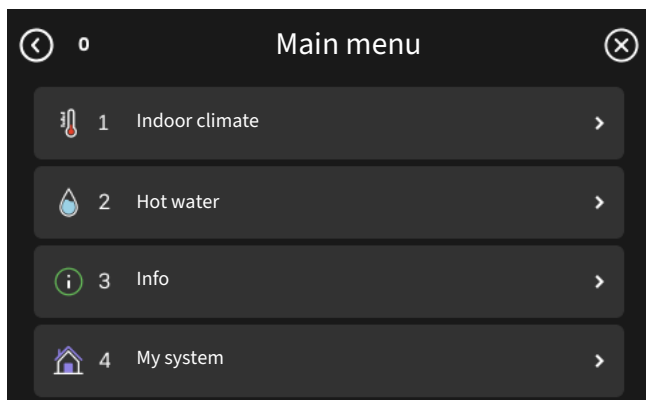


MENU TREE

In the menu tree, you can find all menus and can make more advanced settings.



You can always press "X" to return to the home screens.



Menu system

MENU TREE

The menu tree consists of eight main menus. For a detailed description, see the Installer Manual.

Menu 1 – Indoor climate

Here, you make settings for indoor temperatures and ventilation (accessory is required).

Menu 2 – Hot water

You make settings for hot water operation here.

S1157: This menu is only visible in installations with water heaters.

Menu 3 - Info

Here, you can read current operating information and you can find various logs with older information

Menu 4 - My system

Here, you set date, language, operating mode, etc.

Menu 5 - Connection

Here, you connect your system to myUplink, manage wireless accessories and make network settings.

Menu 6 - Scheduling

Here, you schedule different parts of the system.

Menu 7 - Installer settings

Advanced settings are made here. This menu is only intended for installers or service engineers.

Menu 8 - USB

This menu lights up when a USB memory is connected. You can update the software here, for example.

Update the software

There are several ways to update the software for S1157/S1257. It is possible to do this via:

- myUplink
- home screen
- menu 5.10 - "Direct connection" with the myUplink PRO account
- The USB port

myUplink

With myUplink you can control the installation – where and when you want. In the event of any malfunction, you receive an alarm directly to your e-mail or a push notification to the myUplink app, which allows you to take prompt action.

It is possible to update the software for S1157/S1257 via myUplink.

The possibility to view the history and to make changes depends on the myUplink subscription. You can always view and subscribe on the myUplink website.

Visit myuplink.com for more information.



NOTE!

Before you can start using myUplink, the product has to be installed and set up according to the instructions in the Installer Manual.

Specification

You need the following in order for myUplink to be able to communicate with S1157/S1257:

- wireless network or network cable
- Internet connection
- account on myuplink.com

We recommend our mobile apps for myUplink.

Connection

When you log in for the first time, you must connect the installation. This can be done with the QR code or with a connection string.

CONNECTION WITH QR CODE

1. Scan the QR code in menu 5.1 - "myUplink".
2. Follow the instructions in the myUplink app.

CONNECTION WITH CONNECTION STRING

1. Select connection type (wifi/Ethernet) in menu 5.2.1 or 5.2.2.
2. In menu 5.1 you select "Request new connection string".
3. When a connection string has been produced, it is shown in this menu and is valid for 60 minutes.
4. If you do not already have an account, register in the mobile app or on myuplink.com.
5. Use the connection string to connect the system to your user account on myUplink.

Maintenance of S1157/S1257

Regular checks

You should check your installation at regular intervals.

If anything unusual occurs, messages about the malfunction appear in the display in the form of different alarm texts.

BRINE

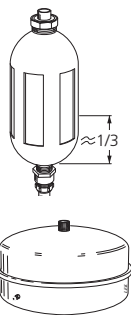
The brine that obtains the heat in the ground is not normally consumed, but just pumped around.

In most installations, there is a level vessel where you can check if there is sufficient fluid in the system. The level can vary slightly due to the temperature of the fluid. If the level is below $\frac{1}{3}$, topping up is required.

In some installations, there is an expansion vessel instead of a level vessel (for example, where the heat pump is not at the highest point in the brine system), where the system pressure can be checked. The pressure may vary slightly due to the temperature of the fluid. The pressure should not fall below 0.5 bar.

Ask your installer if you are unsure where the level vessel/expansion vessel is located.

Your installer can also help you to top-up if the level/pressure has dropped.



Saving tips

Your heat pump installation produces heat and hot water. This occurs via the control settings you made.

Factors that affect the energy consumption are, for example, indoor temperature, hot water consumption, the insulation level of the house and whether the house has many large window surfaces. The position of the house, e.g. wind exposure is also an affecting factor.

Also remember:

- Open the thermostat valves completely (except in rooms where you want it to be cooler). This is important, as fully or partially closed thermostat valves slow the flow in the climate system, which results in S1157/S1257 working at a higher temperature. This in turn can lead to increased energy consumption.
- You can lower the operating cost when away from home by scheduling selected parts of the system. This is done in menu 6 - "Scheduling".
- If you select "Small" in menu 2.2 - "Hot water demand", less energy is used.

SAFETY VALVE

S1157

For installations with a water heater.

You can find the safety valve on the incoming pipe (cold water) to the water heater.

S1257

You can find the safety valve on the incoming pipe (cold water) to S1257.

The water heater's safety valve sometimes releases a little water after hot water usage. This is because the cold water, which enters the water heater to replace the hot water, expands when heated causing the pressure to rise and the safety valve to open.

The function of the safety valve must be checked regularly. Perform checks as follows:

1. Open the valve.
2. Check that water is flowing through it.
3. Close the valve.



TIP!

The safety valve is fitted by your installer. Contact your installer if you are unsure how to check it.

Malfunctions

In most cases, the S1157/S1257 notes a malfunction and indicates this with alarms and presents action instructions in the display.

Info-menu

All the heat pump's measurement values are gathered under menu 3.1 - "Operating info" in the heat pump's menu system. Looking through the values in this menu can often simplify finding the fault source.

Manage alarm

In the event of an alarm, a malfunction has occurred and the status lamp shines with a steady red light. You receive information about the alarm in the smartguide on the display.

ALARM

In the event of an alarm with a red status lamp, a malfunction has occurred that S1157/S1257 cannot remedy itself. On the display, you can see what type of alarm it is and reset it.

In many cases, it is sufficient to select "Reset alarm" for the installation to revert to normal operation.

If a white light comes on after selecting "Reset alarm", the alarm has been remedied.

"Auxiliary operation" is a type of emergency mode. This means that the installation tries to produce heat and/or hot water, even though there is some kind of problem. This could mean that the compressor is not in operation. In this case, any electric additional heating produces heat and/or hot water.

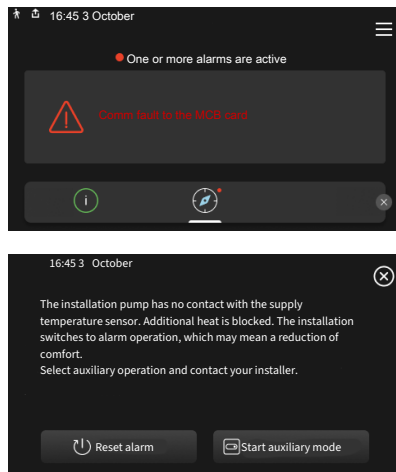
NOTE!

Selecting "Start auxiliary mode" is not the same as correcting the problem that caused the alarm. Therefore, the status lamp will remain red.

If the alarm does not reset, contact your installer for suitable remedial action.

NOTE!

You need the product's (14 digit) serial number for servicing and support.



Troubleshooting

If the operational interference is not shown in the display the following tips can be used:

BASIC ACTIONS

Start by checking the following items:

- Group and main fuses of the building.
- The building's earth circuit breaker.

LOW HOT WATER TEMPERATURE OR A LACK OF HOT WATER

S1157: This part of the fault-tracing chapter only applies if a water heater is installed in the system.

- Closed or throttled externally mounted filling valve for the hot water.
 - Open the valve.
- Mixing valve (if there is one installed) set too low.
 - Adjust the mixer valve.
- S1157/S1257 in incorrect operating mode.
 - Contact your installer!
- Large hot water consumption.
 - Wait until the hot water has heated up. Temporarily increased hot water capacity can be activated in the "Hot water" home screen, in menu 2.1 - "More hot water" or via myUplink.
- Too low hot water setting.
 - Enter menu 2.2 - "Hot water demand" and select a higher demand mode.
- Low hot water availability with "Smart control" activated.
 - If the hot water usage has been low for an extended period of time, less hot water than normal will be produced. Activate "More hot water" via the "Hot water" home screen, in menu 2.1 - "More hot water" or via myUplink.
- Too low or no operating prioritisation of hot water.
 - Contact your installer!
- "Holiday" activated in menu 6.
 - Enter menu 6 and deactivate.

LOW ROOM TEMPERATURE

- Closed thermostats in several rooms.
 - Set the thermostats to max in as many rooms as possible. Adjust the room temperature via the "Heating" home screen, rather than turning down the thermostats.
- S1157/S1257 in incorrect operating mode.

- Contact your installer!
- Too low set value on the automatic heating control.
 - Go to the Smartguide for help in increasing heating. You can also change the heating in the "Heating" home screen.
- Too low or no operating prioritisation of heat.
 - Contact your installer!
- "Holiday" activated in menu 6 - "Scheduling".
 - Enter menu 6 and deactivate.
- External switch for changing room temperature activated.
 - Check any external switches.
- Air in the climate system.
 - Vent the climate system.
- Closed valves to the climate system.
 - Open the valves (contact your installer for assistance in finding them).
- Electricity price control with considerable impact.
 - Enter menu 4.2.5.1- "Electricity prices" and adjust the setting for the electricity price.

HIGH ROOM TEMPERATURE

- Too high set value on the automatic heating control.
 - Go to the Smartguide for help in lowering the heating. You can also change the heating in the "Heating" home screen.
- External switch for changing room temperature activated.
 - Check any external switches.

UNEVEN ROOM TEMPERATURE.

- Incorrectly set heating curve.
 - Fine-tune the heating curve in menu 1.30.1.
- Too high set value on "DOT"..
 - Contact your installer!
- Uneven flow over the radiators.
 - Contact your installer!
- Electricity price control with considerable impact.
 - Enter menu 4.2.5.1- "Electricity prices" and adjust the setting for the electricity price.

LOW SYSTEM PRESSURE

- Not enough water in the climate system.
 - Fill the climate system with water and check for leaks. In event of repeated filling, contact the installer.

THE COMPRESSOR DOES NOT START

- There is no heating or hot water demand, nor cooling demand (accessory is required for cooling).
 - S1157/S1257 does not call on heating, hot water or cooling.
- Compressor blocked due to the temperature conditions.
 - Wait until the temperature is within the product's working range.
- Minimum time between compressor starts has not been reached.
 - Wait for at least 30 minutes and then check if the compressor has started.
- Alarm tripped.
 - Follow the display instructions.

WHINING NOISE IN THE RADIATORS

- Closed thermostats in the rooms and incorrectly set heating curve.
 - Set the thermostats to max in as many rooms as possible. Fine-tune the heating curve via home screen heating, rather than choking the thermostats.
- Circulation pump speed set too high.
 - Contact your installer!
- Uneven flow over the radiators.
 - Contact your installer!

Add. heat only

If you are unsuccessful in rectifying the fault and are unable to heat the house, you can continue running the heat pump in emergency mode, or "Add. heat only" mode, while waiting for assistance. "Add. heat only" mode means that the heat pump only uses the immersion heater to heat the house.

SET THE HEAT PUMP TO ADDITIONAL HEAT MODE

1. Go to menu 4.1 - "Operating mode".
2. Select "Add. heat only".

EMERGENCY MODE

You can activate the emergency mode both when S1157/S1257 is running and when it is switched off.

To switch off, restart or activate emergency mode: press and hold the on/off button for 2 seconds. This brings up a menu with various options.

To activate emergency mode when S1157/S1257 is switched off: press and hold the on/off button for 5 seconds. (Deactivate the emergency mode by pressing once).

Contact information

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UHB EN 2623-1 731812

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